

## **Appendix E - Acronyms**

OIR	The Office for Information Resources (OIR) provides direction, planning, resources, execution and coordination in managing the information systems needs of the State of Tennessee.
F&A	The Department of Finance & Administration (F&A) provides critical financial and administrative support functions for the State. The Governor's proposed budget for state government is developed with the oversight of the F&A's commissioner, the Governor's Chief Financial Officer.
POST	Property of the State of Tennessee System Asset Management System, maintained by the Department of General Services, and is used to track the inventory of Tennessee's personal property.
Remedy	Application that is used by Integrated Help Desk to manage service tickets. Remedy's Action Request System is the premiere platform and development environment for automating service management business processes.
CIMS	Customer Information Management System – application that is used to bill agencies for services received from OIR.
ISO 9000	ISO stands for International Organization for Standardization, which is a worldwide federation of national standards bodies. The ISO consists of members from each member company. Its mission is to promote the development of international standardization and related activities. ISO's work results in international agreements that are published as International Standards, such as the ISO 9000 series.
CMM	The Capability Maturity Model (CMM) certification is an industry-recognized framework for consistent quality delivery of software products and services. It has become the standard for measuring the effectiveness of IT organizations.